

**OGDEN LONG DISTANCE, INC**

**4726 E. Weston Road**

**Blissfield, MI 49228**

**Annual 47 CFR 64.2010(e) CPNI Certification**

**EB Docket No. 06-36**

**February 07, 2011**

**Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street S.W., Suite TW-A325  
Washington, D.C. 20554**

**RE: Annual CPNI Compliance Certificate  
Ogden Long Distance Service, Inc  
FRN: 00109518-87**

**Dear Secretary Dortch,**

**In accordance with 47 CFR 64.2010(e), please find attached the Company's Annual Compliance Certificate for the previous calendar year, 2010 The Compliance Certificate includes the Company's:**

- **Statement explaining how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;**
- **An explanation of any actions taken against data brokers; and**
- **A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).**

**If you have any questions regarding this filing, please direct them to the undersigned.**

**Sincerely,**

***Linda K. Corie***

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**Linda K. Corie  
Secretary-Treasurer**

**Enclosure**

**cc via e-mail: Best Copy and Printing, Inc., [FCC@BCPIWEB.COM](mailto:FCC@BCPIWEB.COM)**

**cc: Federal Communications Commission, Enforcement Bureau,  
Telecommunications Consumers Division, 445 12<sup>th</sup> Street SW, Washington,  
DC 20554 (2 courtesy copies)  
Best Copy and Printing, Inc., [FCC@BCPIWEB.COM](mailto:FCC@BCPIWEB.COM)**

**OGDEN LONG DISTANCE, INC**

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**CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER  
PROPRIETARY NETWORK INFORMATION RULES**

**Including:**

**Statement Explaining How Operating Procedures Ensure Regulatory Compliance**

**Explanation of Any Actions Against Data Brokers, and**

**Summary of all Customer Complaints Received**

Linda K. Corie signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2010, on behalf of Ogden Long Distance Service, Inc (Company), related to the previous calendar year, 2010.

This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide:

- A “statement accompanying the certificate” to explain how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U;
- An explanation of any actions taken against data brokers; and
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

**On Behalf Of The Company, I Certify As Follows:**

1. I am the Secretary-Treasurer of the Company, and therefore an officer of the Company, and I am acting as an agent of the Company. My business address is 4726 E. Weston Road, Blissfield, MI. 49228. The Company’s Form 499 Filer ID is 00109518-87.

2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission’s (FCC) rules relating to CPNI, 47 CFR 64.2001 et seq..

**Statement Explaining How Operating Procedures Ensure Regulatory Compliance**

3. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC’s regulations governing CPNI.

4. The Company ensures that it is in compliance with the FCC’s CPNI regulations. The Company trains its personnel regarding when they are authorized to use CPNI, when they are not authorized to use CPNI, and how to safeguard CPNI. The Company maintains a CPNI Compliance Manual in its offices for purposes of training of new and current employees, and as a reference guide for all CPNI issues. Our CPNI Compliance Manual is updated to account for changes in law relating to CPNI. The CPNI

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**Manual contains key all essential information and forms to ensure the Company's compliance with CPNI regulations.**

**5. The Company has established a system by which the status of a Customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.**

**6. Company personnel make no decisions regarding CPNI without first consulting with management.**

**7. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.**

**8. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.**

**9. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.**

**10. For purposes of settling the matters set forth herein and to help ensure compliance with the Commission's CPNI rules, Ogden agrees to take all measures necessary to achieve full compliance with section 64.2009(e) of the Commission's rules. Ogden agrees to train its personnel as to when they are and are not authorized to use CPNI. Ogden further agrees to have an express disciplinary process in place for the unauthorized use of CPNI. Additionally, Ogden agrees to submit a copy of its annual section 64.2009(e) compliance certificate, which it is required to file annually in EB Docket 06-36, for each of two (2) years following the Effective Date of this Consent Decree to the Chief, Telecommunications Consumers Division, Enforcement Bureau, Federal Communications Commission, 445 12<sup>th</sup> Street, S.W. Room 4-C244, Washington, D.C. 20554, and must include the file number EB-08-TC-4886. Ogden will also send an electronic copy of its certifications to other Telecommunications Consumers Division staff as directed by the Division Chief. This consent decree will expire two (2) years after the Effective Date or upon the termination of the certification requirement set forth in section 64.2009 (e) of the Commission's rules, 47 C.F. R. § 64.2009(e), whichever is earlier. Further, management oversees the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the Customer of the right**

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to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. Management also reviews all notices required by the FCC regulations for compliance therewith. Before soliciting for approval of the use of a Customer's CPNI, the Company will notify the Customer of his or her right to restrict use of, disclosure of, and access to, his or her CPNI.

**11. The Company maintains records of Customer approval and disapproval for use of CPNI in a readily-available location that is consulted on an as-needed basis.**

**12. The Company trains its personnel for compliance with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods for telephone access, online access, and in-store access to CPNI, and the prevention of access to CPNI (and Call Detail Information in particular) by data brokers or "pretexters." In store visits require valid photo identification.**

**13. The Company, on an ongoing basis, reviews changes in law affecting CPNI, and updates and trains company personnel accordingly.**

## **Explanation of Actions Against Data Brokers**

**14. The Company has not encountered any circumstances requiring it to take any action against a data broker during the year to which this Certificate pertains.**

## **Summary of all Customer Complaints Received**

**15. The following is a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI: None.**

**16. The Company does not at this point have any specific information on the processes pretexters are using to attempt to access its Customer's CPNI.**

*Linda K. Corie*

**Date: 02/07, 2011**

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**Linda K. Corie**